



URBAN SPLASH

HAUS 2 & 3 - BUDENBERG HAUS PROJEKTE

HOME OWNERS MANUAL - INTRODUCTION

Urban Splash has worked closely with Foster & Partners to make a strong urban intervention in a waterside location close to Cheshire park and farmland.

The site has been challenging and the design solutions have the flair that you would expect from this partnership.

The Budenberg Haus Projekte is a balancing act, balancing the refinement of modern apartment design in both the new Haus 2 and Haus 3 buildings and the confidently and skilfully refurbished Victorian Budenberg Gauge Factory.

We hope that you enjoy all the innovations of modern design and technology as well as the architectural elegance and beauty of these new and historical buildings.

Tom Bloxham MBE Hon FRIBA FRSA
Group Chairman and Co-founder

Urban Splash
16 – 22 Timber Wharf
Worsley Street
Castlefield
Manchester M15 4LD



HOME OWNERS MANUAL - INTRODUCTION

WHY YOU NEED THIS MANUAL

This Manual sets out 'what you need to know' about:

- Living in and caring for a new home
- Fire protection and the fire alarm systems
- Management of the Budenberg Haus Projekte estate

Chapter 1 sets out 'what you need to know' about:

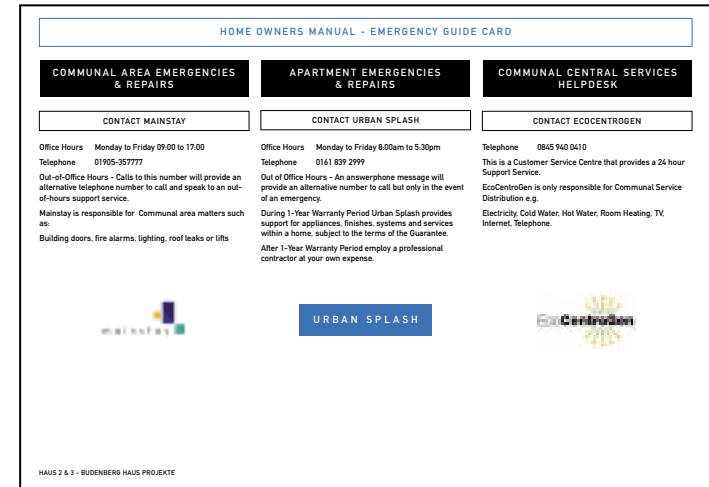
- The Urban Splash customer care service
- What to do and who to contact if problems arise

N.B. For ease of reference, a separate Emergency Guide Card (see picture) will be found in the Wallet, and it is suggested that the Card should be placed in a prominent position in your home.

As the techniques used to build and equip new homes become increasingly more sophisticated, it is essential that you understand how your Urban Splash home 'functions' for your health & safety and to avoid any unnecessary problems.

You are recommended to:

1. Acquaint yourself with the content of the Manual so that you will know how and where to find help and information when needed.
2. Keep the Manual readily available within the property for the benefit and safety of any Visitors, Tenants or Subsequent Owners.



NOTE

Content of Manual

Urban Splash Limited has provided the information in this booklet to assist the owners of the apartments at Budenberg Haus Projekte, but the company reserves the right to make alterations or amendments to the information contained herein at any time. Nothing contained in this booklet implies a contract or invitation by Urban Splash Limited and the information is given without responsibility of Urban Splash Limited, its directors or employees. The information is believed to be accurate, but neither the content nor its accuracy is warranted by Urban Splash Limited.

URBAN SPLASH

HOME OWNERS MANUAL - INTRODUCTION

A NEW CONCEPT IN COMMUNAL LIVING

The Budenberg development has been designed to take advantage of the opportunity to incorporate a comprehensive range of communal systems and services to benefit both residents and the environment.

Traditionally, residents of flats and houses have needed to separately arrange for the:

- Supply and payment of all essential services (e.g. electricity, water, telephony, internet, satellite or cable media)
- Maintenance and replacement of various systems (e.g. hot water boilers, central heating)

Centrally Provided Services

In Budenberg, the following systems and services are all provided from centrally operated facilities that are managed by a single company EcoCentroGen:

- Electricity, Cold & Hot Water, Room Heating
- Freeview Digital TV
- Internet Broadband, Landline Telephone
- Estate and Garage Access
- Invoicing for Service Usage

Refer to Chapter 4.4 for further information about the provision of these services, and to the company website for details on EcoCentroGen

www.ecocentrogen.com.

Management of the Budenberg Haus Estate

The following other Budenberg communal area systems and services are managed by Mainstay, who has been appointed as the Managing Agent:

- Estate Office and Staffing
- Building and Grounds Maintenance
- Lifts, Refuse Collection
- Invoicing for Service Charges

Refer to Chapter 6.4 for further information about the provision of these services, and to the company website for details on Mainstay.

www.mainstaygroup.co.uk

Financial Implications

1. For EcoCentroGen services

Residents will be invoiced monthly for service usage together with a standard charge for the operation and maintenance of the central facilities. The standard charge represents a contribution towards the cost of providing, maintaining and replacing those systems that would otherwise have to be paid for by residents if they had their own stand-alone systems and services.

2. For Mainstay services

Apartment owners will be invoiced quarterly for service charge instalments based upon previously issued annual service charge estimates for the estate.

HOME OWNERS MANUAL - INTRODUCTION

A NEW CONCEPT IN COMMUNAL LIVING

Web Site

To support residents' need for easy and quick access to up-to-date information, about the Budenberg Haus apartments, estate and local community, Urban Splash has sponsored the development of a website at:

www.budenberg.elevatordigital.com

The website, which will only be accessible by registered apartment owners, and their authorised tenants and agents, will also enable residents to advise the Managing Agent of problems or issues relating to the estate.

Residents are recommended to browse the website to obtain a fuller appreciation of the available information and its functionality.

Refer to Chapter 5.6 for further information about the provision of this service, which will be handed over to the Managing Agent for ongoing management.



HOME OWNERS MANUAL - INTRODUCTION

WHAT ELSE IS IMPORTANT

Commencing during 2007, sellers will be required to put together a pack of standard information for prospective purchasers – a 'Home Information Pack'. The pack will have to include a 'Home Condition Report' and copies of various documents, most of which the seller currently provides but later in the transaction.

Consequently, in view of these impending requirements, you are strongly recommended to:

- Maintain all aspects of your home in accordance with the manufacturers' instructions, and the guidance provided by the Developer.
- Keep all documentation e.g. warranties and guarantees etc.
- Keep copies of all financial and other records e.g. service charges, maintenance records and receipts etc.

For further information you are recommended to refer to:

- An Estate Agent
- The Office of the Deputy Prime Minister website at www.opdm.gov.uk and click on 'The Home Information Pack'

ADDITIONAL COPIES OF THE HOME OWNER'S MANUAL

Copies of the Manual in CD ROM format may be requested from the Urban Splash Customer Care Department (see Chapter 1.1). Printed versions may be obtained from the CD ROM.

The Manual will also be may be viewed via the PointOne Digital TV service (see Chapter .4.4.6) or from the Budenberg Internet website (see Chapter 5.6).

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CD ROM

WALLET ENCLOSURES

- Emergency Guide Card
- Appliance Operating, Care & Maintenance Manuals
- Zurich Building Insurance Documents
- Mechanical & Electrical Installation Certificates
- Spare Keys



HOME OWNERS MANUAL - CHAPTER 1 - USEFUL INFORMATION & CONTACTS

1.1 ZURICH INSURANCE COMPANY BUILDING WARRANTY

During the first two years, from the date of legal completion of the first sale of an apartment, Urban Splash and their agents will rectify problems in accordance with the terms of the Zurich Insurance Company Building Guarantee 10 year 'Warranty Policy'.

From the end of the two-year period until the tenth anniversary of registration, your apartment remains covered by the Zurich Warranty Policy against structural defects which threaten the integrity of the property you are purchasing.

For further guidance, refer to Zurich Insurance Company documents issued to your solicitor at the time of Exchange of Contracts and on Legal Completion or contact the Zurich (see Chapter 1.4 for contact details).

In the event of any problems arising that are covered during the warranty period, the legal owner is required to advise Urban Splash in writing as soon as possible and before the end of the warranty period.

Space in the Wallet is provided to store your Zurich Warranty Policy and Documentation.

What the home owner is required to do

In the event of any problems arising during the warranty period, the legal owner is required to advise Urban Splash in writing as soon as possible and before the end of the warranty period (see Chapter 1.2).

NOTES

Appliance and System Warranties

- Warranty documentation (e.g. Kitchen Appliances) needs to be completed and promptly registered with the manufacturer.
- Problems should initially be reported directly to the manufacturer (see Chapter 3.3).

Routine Servicing of Appliances & Systems

- Urban Splash and their agents are not responsible for routine servicing.
- Failure to operate or maintain appliances and systems in accordance with manufacturers' instructions and guidelines may invalidate warranty claims.



HOME OWNERS MANUAL - CHAPTER 1 - USEFUL INFORMATION & CONTACTS

1.2 APARTMENT EMERGENCIES & REPAIRS

During the Two-Year Warranty Period, any faults within the apartment should be reported directly to Urban Splash but see Note below relating to 'Cosmetic Defects During First Year'.

The Customer Care Manager

Urban Splash Ltd., Customer Care Department.

Timber Wharf, 16 – 22 Worsley Street, Castlefield, Manchester M15 4LD

Office Hours Monday to Friday 8:30 am to 6 00 pm

Telephone 0161 839 2999

Fax 0161 839 8999

Out of Office Hours

Telephone 0161 839 2999

Calls will automatically be diverted to an answerphone and messages will be dealt with on the next working day.

Response Times

Response times for dealing with emergencies and repairs will depend upon the fault being reported within office hours, the nature of the fault and the availability of resources.

Response times will range from:

- Within the hour to up to 24 hours for urgent issues.
- 24 hours to 7 days for non-urgent issues.

After the two-year warranty period

For apartment faults and problems, after the Two-Year Warranty Period, a professional contractor should be employed at your own expense.

N.B. In event of problems with specialist centrally provided systems and services EcoCentroGen should initially be consulted for guidance.

NOTES

Sole point of contact

- Only Urban Splash can accept calls and arrange for appropriate advice or support to be provided

In an emergency

- During the Two Year Warranty Period, if an emergency merits instant attention and you are unable to contact Urban Splash outside normal working hours, Urban Splash will meet any reasonable costs incurred as a result of your direct employment of a professional contractor to deal with the emergency

Access to apartments

- After Legal Completion has taken place, Urban Splash will neither retain nor take responsibility for any keys to a property
- If required, Residents should refer to the Estate Manager to arrange formal apartment key holding arrangements (see Chapter 6.5 for further details).

Cosmetic defects during first year

- After 11 months from the date of legal completion of the first sale of an apartment, Urban Splash Customer Care will write to the first purchaser enquiring whether there are any cosmetic defects requiring repair.
- This service will not apply to any 2nd or subsequent owners within this period



HOME OWNERS MANUAL - CHAPTER 1 - USEFUL INFORMATION & CONTACTS

1.3 COMMUNAL AREA EMERGENCIES & REPAIRS

The day-to-day care and maintenance of the Budenberg Haus estate (e.g. Building Entry Systems, Lifts, Fire Alarms, Lighting, Roof Leaks or Flooding) are the responsibility of the Managing Agent (Mainstay).

Reporting estate problems

For ease of reporting problems to the Managing Agent, and to monitor what action is being taken, residents are recommended to utilise the 'on-line' reporting facility provided via the Budenberg website (see Chapter 5.6)

Alternatively, residents should contact the Estate Manager

Office Location, Office Hours and Telephone Number to be advised

In the absence of the Estate Manager or in emergencies, residents should contact:

Mainstay Head Office

Whittington Hall, Whittington Road, Worcester WR5 2ZX

| | |
|--------------|---------------------------------|
| Office Hours | Monday to Friday 09:00 to 17:00 |
| Telephone | 01905 357 777 |
| Fax | 01905 361 010 |
| Email | mail@mainstaygroup.co.uk |

Out-of office hours for communal area emergencies

| | |
|-----------|---------------|
| Contact | Mainstay |
| Telephone | 01905 357 777 |

Calls made to this number, outside office hours, will be provided with an alternative telephone number to contact. This will be to an out-of-hours support service, that will provide personal attention and advice - but only for emergency situations relating to communal areas of the estate.

NOTES

Managing agent's role & responsibilities

- For further information refer to Chapter 6.2.

Mainstay website

- The website is currently under development but in due course it will be capable of delivering a range of helpful support information and interactive services.
- For further information browse www.mainstaygroup.co.uk and click on one of the following links - Customer Area, Frequently Asked Questions, FOB Purchase, Report A Fault.



HOME OWNERS MANUAL - CHAPTER 1 - USEFUL INFORMATION & CONTACTS

1.4 OTHER USEFUL CONTACTS

Intruder alarm

Cegelec Maintenance Department

Ohio Avenue, Salford Quays, Manchester

Telephone 0161 888 0219 - (08:30 – 16:30)

Out of Hours 07801 773 015

Please note that callouts outside of office hours may be charged to the resident.

Centrally provided services

EcoCentroGen

Berkeley Square House 2nd Floor, Berkeley Square, London W1J 6BD

Telephone 0207 396 5562

Responsible for Communal Service Distribution e.g. Electricity, Cold Water, Hot Water, Room Heating, TV, Internet, Telephone.

EcoCentroGen Helpdesk

Telephone 0845 940 0410

This is a Customer Service Centre that provides a 24-hour Support Service.

local authority

Trafford Metropolitan Borough Council

Trafford Town Hall, Talbot Road, Stretford, Manchester M32 0YT

Telephone 0161 912 2000

Website www.trafford.gov.uk

Other local contacts

Other useful information and local contacts may be viewed via the PointOne Digital TV service (see Chapter .4.4.6).

HOME OWNERS MANUAL - CHAPTER 1 - USEFUL INFORMATION & CONTACTS

1.5 APARTMENT POSTAL ADDRESSES

Budenberg Haus 2
30 Woodfield Road
Altrincham

| Apt No. | Postcode | Apt No. | Postcode | Apt No. | Postcode | Apt No. | Postcode | Apt No. | Postcode | Apt No. | Postcode |
|---------|----------|---------|----------|---------|----------|---------|----------|---------|----------|---------|----------|
| 2100 | WA14 4RB | 2250 | WA14 4RB | 2319 | WA14 4RB | 2362 | WA14 4RB | 2513 | WA14 4RF | 2702 | WA14 4RF |
| 2101 | WA14 4RB | 2300 | WA14 4RB | 2320 | WA14 4RB | 2363 | WA14 4RB | 2514 | WA14 4RF | 2703 | WA14 4RF |
| 2102 | WA14 4RB | 2301 | WA14 4RB | 2321 | WA14 4RB | 2364 | WA14 4RB | 2515 | WA14 4RF | 2704 | WA14 4RF |
| 2103 | WA14 4RB | 2302 | WA14 4RB | 2322 | WA14 4RB | 2365 | WA14 4RB | 2516 | WA14 4RF | 2705 | WA14 4RF |
| 2104 | WA14 4RB | 2303 | WA14 4RB | 2323 | WA14 4RB | 2366 | WA14 4RB | 2517 | WA14 4RF | 2750 | WA14 4RF |
| 2105 | WA14 4RB | 2304 | WA14 4RB | 2324 | WA14 4RB | 2400 | WA14 4RF | 2550 | WA14 4RF | 2751 | WA14 4RF |
| 2106 | WA14 4RB | 2305 | WA14 4RB | 2325 | WA14 4RB | 2450 | WA14 4RF | 2551 | WA14 4RF | 2752 | WA14 4RF |
| 2107 | WA14 4RB | 2306 | WA14 4RB | 2326 | WA14 4RB | 2500 | WA14 4RF | 2552 | WA14 4RF | | |
| 2108 | WA14 4RB | 2307 | WA14 4RB | 2350 | WA14 4RB | 2501 | WA14 4RF | 2553 | WA14 4RF | | |
| 2109 | WA14 4RB | 2308 | WA14 4RB | 2351 | WA14 4RB | 2502 | WA14 4RF | 2554 | WA14 4RF | | |
| 2111 | WA14 4RB | 2309 | WA14 4RB | 2352 | WA14 4RB | 2503 | WA14 4RF | 2555 | WA14 4RF | | |
| 2112 | WA14 4RB | 2310 | WA14 4RB | 2353 | WA14 4RB | 2504 | WA14 4RF | 2556 | WA14 4RF | | |
| 2113 | WA14 4RB | 2311 | WA14 4RB | 2354 | WA14 4RB | 2505 | WA14 4RF | 2557 | WA14 4RF | | |
| 2150 | WA14 4RB | 2312 | WA14 4RB | 2355 | WA14 4RB | 2506 | WA14 4RF | 2558 | WA14 4RF | | |
| 2151 | WA14 4RB | 2313 | WA14 4RB | 2356 | WA14 4RB | 2507 | WA14 4RF | 2559 | WA14 4RF | | |
| 2152 | WA14 4RB | 2314 | WA14 4RB | 2357 | WA14 4RB | 2508 | WA14 4RF | 2560 | WA14 4RF | | |
| 2153 | WA14 4RB | 2315 | WA14 4RB | 2358 | WA14 4RB | 2509 | WA14 4RF | 2600 | WA14 4RF | | |
| 2154 | WA14 4RB | 2316 | WA14 4RB | 2359 | WA14 4RB | 2510 | WA14 4RF | 2650 | WA14 4RF | | |
| 2155 | WA14 4RB | 2317 | WA14 4RB | 2360 | WA14 4RB | 2511 | WA14 4RF | 2700 | WA14 4RF | | |
| 2200 | WA14 4RB | 2318 | WA14 4RB | 2361 | WA14 4RB | 2512 | WA14 4RF | 2701 | WA14 4RF | | |

HOME OWNERS MANUAL - CHAPTER 1 - USEFUL INFORMATION & CONTACTS

1.5 APARTMENT POSTAL ADDRESSES

Budenberg Haus 2
30 Woodfield Road
Altrincham

| Apt No. | Postcode | Apt No. | Postcode | Apt No. | Postcode | Apt No. | Postcode | Apt No. | Postcode | Apt No. | Postcode |
|---------|----------|---------|----------|---------|----------|---------|----------|---------|----------|---------|----------|
| 3100 | WA14 4RP | 3200 | WA14 4RP | 3318 | WA14 4RP | 3361 | WA14 4RP | 3512 | WA14 4RR | 3701 | WA14 4RR |
| 3101 | WA14 4RP | 3250 | WA14 4RP | 3319 | WA14 4RP | 3362 | WA14 4RP | 3513 | WA14 4RR | 3702 | WA14 4RR |
| 3102 | WA14 4RP | 3300 | WA14 4RP | 3320 | WA14 4RP | 3363 | WA14 4RP | 3514 | WA14 4RR | 3703 | WA14 4RR |
| 3103 | WA14 4RP | 3301 | WA14 4RP | 3321 | WA14 4RP | 3364 | WA14 4RP | 3515 | WA14 4RR | 3704 | WA14 4RR |
| 3104 | WA14 4RP | 3302 | WA14 4RP | 3322 | WA14 4RP | 3365 | WA14 4RP | 3516 | WA14 4RR | 3705 | WA14 4RR |
| 3105 | WA14 4RP | 3303 | WA14 4RP | 3323 | WA14 4RP | 3366 | WA14 4RP | 3517 | WA14 4RR | 3750 | WA14 4RR |
| 3106 | WA14 4RP | 3304 | WA14 4RP | 3324 | WA14 4RP | 3400 | WA14 4RR | 3550 | WA14 4RR | 3751 | WA14 4RR |
| 3107 | WA14 4RP | 3305 | WA14 4RP | 3325 | WA14 4RP | 3450 | WA14 4RR | 3551 | WA14 4RR | 3752 | WA14 4RR |
| 3108 | WA14 4RP | 3306 | WA14 4RP | 3326 | WA14 4RP | 3500 | WA14 4RR | 3552 | WA14 4RR | | |
| 3109 | WA14 4RP | 3307 | WA14 4RP | 3350 | WA14 4RP | 3501 | WA14 4RR | 3553 | WA14 4RR | | |
| 3110 | WA14 4RP | 3308 | WA14 4RP | 3351 | WA14 4RP | 3502 | WA14 4RR | 3554 | WA14 4RR | | |
| 3111 | WA14 4RP | 3309 | WA14 4RP | 3352 | WA14 4RP | 3503 | WA14 4RR | 3555 | WA14 4RR | | |
| 3112 | WA14 4RP | 3310 | WA14 4RP | 3353 | WA14 4RP | 3504 | WA14 4RR | 3556 | WA14 4RR | | |
| 3113 | WA14 4RP | 3311 | WA14 4RP | 3354 | WA14 4RP | 3505 | WA14 4RR | 3557 | WA14 4RR | | |
| 3150 | WA14 4RP | 3312 | WA14 4RP | 3355 | WA14 4RP | 3506 | WA14 4RR | 3558 | WA14 4RR | | |
| 3151 | WA14 4RP | 3313 | WA14 4RP | 3356 | WA14 4RP | 3507 | WA14 4RR | 3559 | WA14 4RR | | |
| 3152 | WA14 4RP | 3314 | WA14 4RP | 3357 | WA14 4RP | 3508 | WA14 4RR | 3560 | WA14 4RR | | |
| 3153 | WA14 4RP | 3315 | WA14 4RP | 3358 | WA14 4RP | 3509 | WA14 4RR | 3600 | WA14 4RR | | |
| 3154 | WA14 4RP | 3316 | WA14 4RP | 3359 | WA14 4RP | 3510 | WA14 4RR | 3650 | WA14 4RR | | |
| 3155 | WA14 4RP | 3317 | WA14 4RP | 3360 | WA14 4RP | 3511 | WA14 4RR | 3700 | WA14 4RR | | |

HOME OWNERS MANUAL - CHAPTER 2 - LOOKING AFTER YOUR HOME

2.1 GENERAL CARE & MAINTENANCE GUIDANCE

The apartment has been built to conform to current Building Regulations that are intended to ensure that residents benefit from prescribed construction standards including essential health and safety features.

Consequently, to maintain and preserve the integrity of the apartment, its appliances, systems and services, residents should observe the guidance provided in this Manual and the various separately provided manufacturers' appliance manuals.

Furthermore, residents are advised that no structural or electrical alterations to an apartment should be undertaken without the prior written approval of the Management Company to conform with:

- The covenants contained in the Lease (see Chapter 6).
- The latest regulations relating to procedures for carrying out electrical work (see Chapter 2.5).

N.B. In the event of any doubt or queries concerning repair and maintenance matters residents should contact the Managing Agent for guidance.



HOME OWNERS MANUAL - CHAPTER 2 - LOOKING AFTER YOUR HOME

2.2 RUNNING-IN

Running-in a new home requires attention to detail and being aware of the importance of controlling heat and ventilation to allow the expansion and contraction of natural materials to take place.

The following details and guidance are provided for the successful 'running-in' of your new home.

Need for ventilation & temperature control

The presence of water in construction materials means that it is essential to allow the property to dry out as naturally as possible. Natural materials used in the construction of your new home will expand and contract due to changes in temperature and moisture content.

The recommended room setting is 21°C (69.8°F) for living areas and 19°C (66.2°F) in all other areas, which should provide adequate heating.

Adequate natural ventilation is the best method of achieving this result. When feasible open windows to allow a through flow of air to all rooms.

When cooking during this initial period, the kitchen hob extractor fan should always be used, not only to reduce the circulation of cooking odours and minimise the risk of the smoke alarm sounding unnecessarily, but to minimise the effects of condensation on the decorations and the growth of mould.

Movement and shrinkage

As the 'drying out' process occurs, and the home is lived in and heated, the building materials shrink which may cause small cracks to appear. The cracks are not structural defects and can be filled and covered in the normal process of periodic redecoration. Some cracks may reoccur to a reduced extent. Such minor cracks are inevitable but are not classified as defects and Urban Splash is not obliged to rectify them.

Trade Emulsion, which is a breathable product, has been used to allow walls and ceilings to dry out before redecoration.

The 'drying out' period should be about 3 to 6 months. Minor shrinkage cracks should be left for this period and then filled with a DIY product such as 'Polyfilla' or a flexible decorator's caulk.

It is not advisable to undertake any decorating for six months as the new materials in your home are still settling. Paint that is applied too soon may crack as the moisture from construction continues to evaporate.

NOTE

Damage to Decorations

- Urban Splash cannot be held responsible for damage to further decorations which have been applied too soon



HOME OWNERS MANUAL - CHAPTER 2 - LOOKING AFTER YOUR HOME

2.3 SERVICING & MAINTENANCE CHECKLIST

The list below suggests items that should be considered for regular servicing, maintenance or testing in accordance with the manufacturers' or installers' recommendations.

Floor coverings

- Clean wood, carpet and tiles.

Windows & terrace doors

- Clean frames/glazing & lubricate hinges, wheels, sliders and locks.

Terrace

- Clean surfaces.

Apartment doors

- Lubricate hinges & service door closers.

Smoke & heat detectors

- Clean & test units; replace batteries.

Cooker hood

- Clean &/or replace filter.

Hot Water Cylinder

- Professional service.

NOTE

Scope of checklist

- The list is not exhaustive and should not be considered to be, or relied upon, as the only list of tasks to be arranged.

Servicing, maintenance or testing frequency

- Refer to manufacturer's literature, where available, for specific guidance on the frequency of cleaning, servicing, maintenance and testing.
- It is recommended that servicing records & receipts are retained for future reference (e.g. when letting or selling the apartment).

Owners who let their apartments

- When letting an apartment you are recommended to ensure that, on the change of each occupier, the apartment electrical systems and any electrical appliances to be left in the apartment for a tenant's use (e.g. Immersion Heater, Electric Kettle; Vacuum Cleaner) have been professionally tested and certified as safe.
- Provision of annual safety certificates for inspection by the regulators and tenants are now a statutory requirement.



HOME OWNERS MANUAL - CHAPTER 2 - LOOKING AFTER YOUR HOME

2.4 PROLONGED ABSENCES

What To Do - What Not To Do - What To Leave Alone

When leaving the property for periods – say exceeding two weeks, it is recommended that for health, safety, and practical reasons, the following matters should be considered:

Electricity Supply

- Supply should be left on to maintain power to:
 1. Smoke Detector Units
 2. Intruder Alarm System

Water Supply

- To minimise any build up of mineral deposits and bacteria in stagnant water, the cold water supply may be turned off at the isolator valve located in the airing cupboard

Ventilation

- Window Trickle Ventilators should be left open to allow air flow to minimise build up of stale air and mould

EcoCentroGen

- Advise dates and contact details

Managing Agent

- Advise dates and contact details

NOTE

Scope of Activities

- The list is not exhaustive and should not be considered to be, or relied upon, as the only list of tasks or events to be arranged



HOME OWNERS MANUAL - CHAPTER 2 - LOOKING AFTER YOUR HOME

2.5 ELECTRICAL SAFETY IN THE HOME

Prior to contemplating or undertaking any changes to the electrical installations within the apartment you need to be aware that, for your Health & Safety, there are restrictions upon what you may do as prescribed by:-

- Covenants contained in the Lease.
- Government Legislation.

You are recommended to consult the Estate Manager for further guidance prior to undertaking any changes or alterations to the apartment electrical installation.

Covenants contained in the Lease

For specific details refer to Chapter 6.11 'Tenant's Covenants' and your copy of the Lease.

Government Legislation

The following Press Release was issued by The Office of the Deputy Prime Minister on 30th December 2004.

"New building regulations aimed at curbing the unacceptable number of deaths, injuries and house fires caused by faulty electrical installations, came into force on 1st January 2005.

The new rules affect anyone considering electrical work in the home, including DIY enthusiasts. Failure to comply could lead to householders being required to bring the work up to standard and may make it more difficult to sell their homes.

Minor jobs like replacing sockets and light switches in low risk areas will not be affected. However anyone thinking of, for example, carrying out electrical work in kitchens, bathrooms or outdoors or adding new circuits to any part of their house will have to get building control involved. The alternative is to get the work carried out by a suitably qualified electrician.

The key question for householders is who will be carrying out the work. If it is themselves, a friend or relative then they will have to notify the local authority building control department unless only minor work is involved. An alternative is to employ someone who is registered with a 'competent person' scheme.

The Office of the Deputy Prime Minister leaflet 'New rules for electrical safety in the home', explains the options and how to go about finding a 'competent person' in your area in a clear, easy to read style. You can view it on-line now at the ODPM website and hard copies will be available from local authorities and competent person scheme operators from the New Year.

The changes bring England and Wales further into line with Scotland where Building Regulations already address electrical safety issues."

The Office of the Deputy Prime Minister

- Website www.odpm.gov.uk/electricalsafety

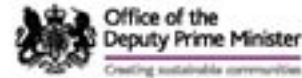
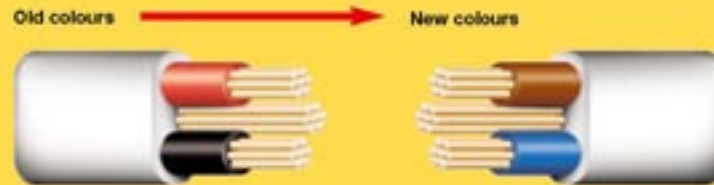
HOME OWNERS MANUAL - CHAPTER 2 - LOOKING AFTER YOUR HOME

2.5 ELECTRICAL SAFETY IN THE HOME

Important: New colours for mains electricity cables

The colours of the live and neutral wires in electrical cables are changing from red and black to brown and blue. This is the same as the wires in flexible leads to portable appliances.

You can continue to use cables in the old colours of red and black until 31 March 2006. After that, all new wiring must be in the new colours.



New rules for electrical safety in the home

Read this before starting any electrical work.

Authorised competent person self-certification schemes for installers who can do all electrical installation work



BRI Certification Ltd
Phone: 0870 609 6093
Website: www.brip.co.uk



British Standards Institution
Phone: 01442 230442
Website: www.bsi-global.com/bsiemark



ELECSA Limited
Phone: 0870 749 0060
Website: www.elecsa.org.uk



NAPIT Certification Limited
Phone: 0870 444 1392
Website: www.napit.org.uk



NICEIC Certification Services Ltd
Phone: 0800 013 0900
Website: www.niceic.org.uk

Authorised competent person self-certification schemes for installers who can do electrical work only if it is necessary when they are carrying out other work



CORGI Services Limited
Phone: 01256 372200
Website: <http://www.corgi-gas-safety.com>



ELECSA Limited
Phone: 0870 749 0060
Website: www.elecsa.org.uk



NAPIT Certification Limited
Phone: 0870 444 1392
Website: www.napit.org.uk



NICEIC Certification Services Ltd
Phone: 0800 013 0900
Website: www.niceic.org.uk

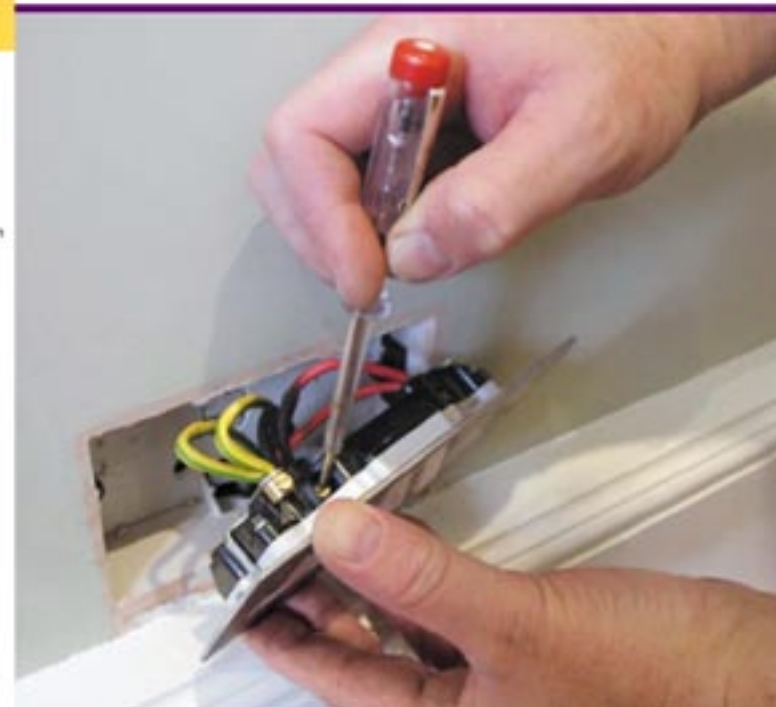


OFTEC (Oil Firing Technical Association for the Petroleum Industry Limited)
Phone: 0845 658 5060
Website: www.oftec.co.uk

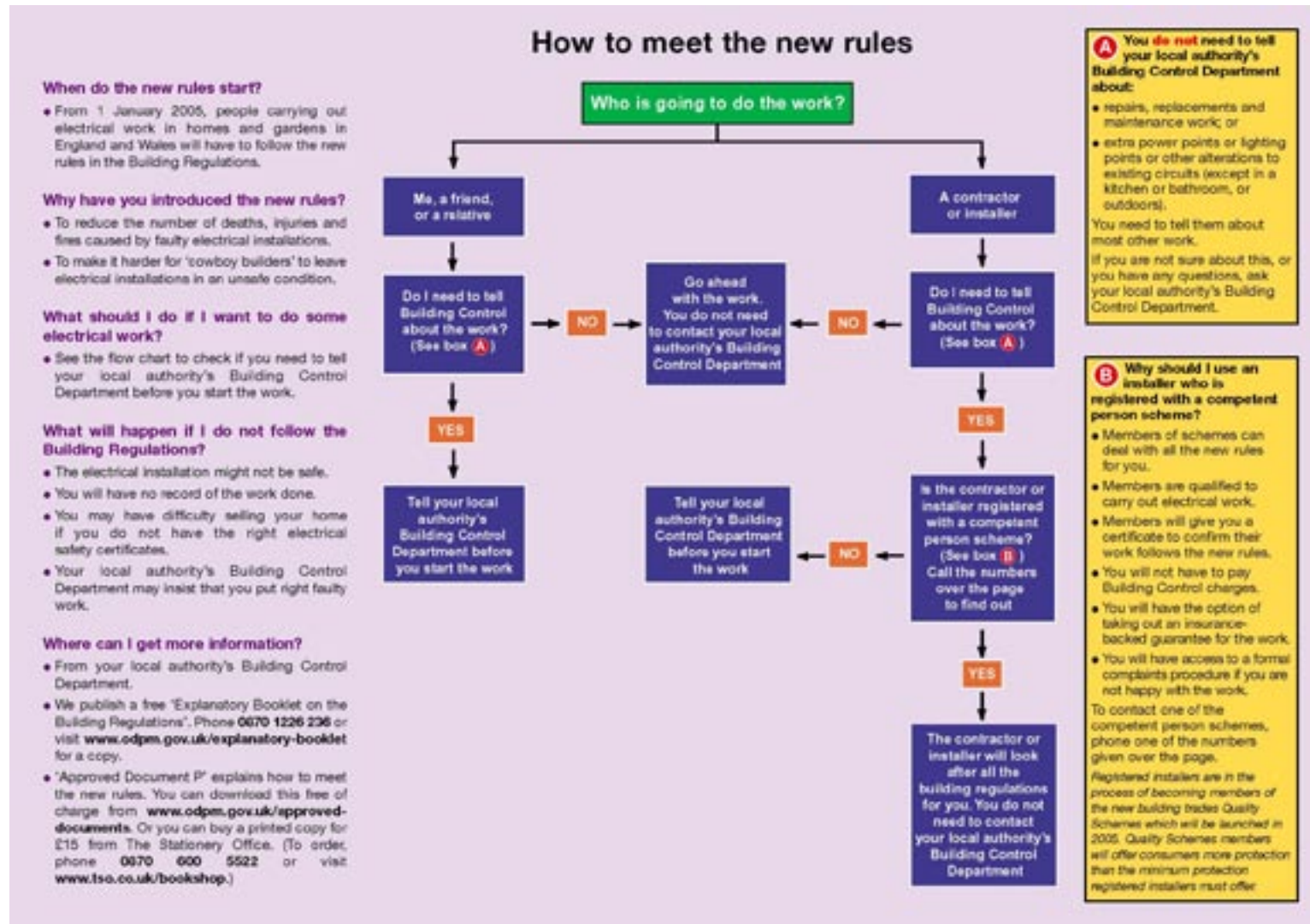


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For further information visit our website: www.odpm.gov.uk/electricalsafety



2.5 ELECTRICAL SAFETY IN THE HOME



3.1 LIGHTING

Where appropriate, each apartment is fitted with a combination of the following units and lamps.

| Hallway/Bedroom/Kitchen - Downlight | |
|--|---|
| Manufacturer | JCC Lighting Products Ltd |
| Model | Astor Cast Downlight JC3017 |
| Lamp | 12 Volt Dichroic 50mm GX/GU5.3 max 50watt Halogen |
| Under Kitchen Unit Lighting | |
| Manufacturer | Lamps & Lighting |
| Model | Slim-Link (FSL 625/S) |
| Lamp | 600mm (2ft) 18 watt T8 Warm White Fluorescent |
| Model | Slim Link (FSL 930/S) |
| Lamp | 900mm (3ft) 30 watt T8 Warm White Fluorescent |
| Bathroom – Downlights | |
| Manufacturer | Newey & Eyre |
| Models | IP 54 & IP 65 White |
| Lamp | 50 watt & 35 watt |
| Bathroom Luminaire | |
| Manufacturer | Newey & Eyre |
| Model | Luminaire 35W LB |
| Lamp | 35 watt light bar |
| External Balcony – Downlight | |
| Manufacturer | Lamps & Lighting |
| Model | Tecna Brick Light OTS 8075/B |
| Lamp | 26 watt 2D TC-D 2 pin Polylux 835 |
| External Walkway – (Ground Floor Colonade) Downlight | |
| Manufacturer | Lamps & Lighting |
| Model | Pace DTSH105 |
| Lamp | 28 Watt TC-DD |

HOME OWNERS MANUAL - CHAPTER 3 - APARTMENT FIXTURES, FITTINGS & FINISHES

3.1 LIGHTING

To Change A Down Light Lamp

The units are low voltage lights with individual transformers that are generally located in the ceiling void.

- Isolate the power to the kitchen lights from the Consumer Unit in the utility cupboard.
- Allow lamp to cool to avoid burns.
- Gently pull back retaining spring to allow lamp to drop free (picture 1).
- Carefully ease the lamp unit from the socket (picture 2).
- Gently but firmly insert new lamp.
- Reverse process to reassemble.



External Balcony – Downlight (pictures 3 & 4)

These lights are the resident's responsibility and are turned on & off from within the apartment

- Unscrew lamp cover using a 3mm Allen key
- Support cover and screws whilst releasing to reveal the lamp
- Replace the lamp and re-secure the cover



External Walkway – Downlight (picture 5)

These lights are the resident's responsibility and are turned on & off from within the apartment

- Pull clip on the side of the waterproof casing to expose the lamp fitting
- Replace the lamp and re-secure the cover



HOME OWNERS MANUAL - CHAPTER 3 - APARTMENT FIXTURES, FITTINGS & FINISHES

3.2 WINDOWS & GLAZING

Apartment windows

Where fitted these can be opened in two different ways:

- Tilted inwards - to provide limited ventilation (picture 1).
- Swung inwards - to provide maximum ventilation and for cleaning (picture 2).

To Open Window to a Tilt Position.

- Turn handle 90° to vertical position.
- Tilt window inward to maximum opening.

To Unlock and Open Window in Swing Position.

- Turn handle 45° to horizontal position.
- Swing window to gain access to restrictor (pictures 3 & 3a).
- Turn lever to disengage and pull restrictor away from frame (pictures 3a/3b).

For Your Safety

- There is no restrainer to secure the window when open in the Swing Position.
- Care should be taken to avoid the frame swinging and causing any damage. Urban Splash cannot be held responsible for any subsequent damage as a result of the restrainer being removed.
- In windy conditions do not attempt to open the window in the Swing Position.
- Never leave the window in Swing Position creating an unprotected area.
- When closing window re-engage restrictor.



HOME OWNERS MANUAL - CHAPTER 3 - APARTMENT FIXTURES, FITTINGS & FINISHES

3.2 WINDOWS & GLAZING

Trickle Ventilator

- A manually operated ventilator is located along the top of some windows or balcony doors (see picture).
- This is opened and closed by gently pushing the lever upwards or downwards to move the ventilator.
- It is recommended that the Trickle Ventilator is used to allow a natural flow of air through the room.



Care & Maintenance Instructions

It is recommended that you adopt the following guidance for glazing and framework:

- Cleaning should be carried out at regular intervals.
- Non-alkaline detergent and warm water may be safely applied to the finishes using a soft cloth or sponge; finish with a chamois leather or rubber wiper blade if required.
- Steel wool, strong acids & alkalis and abrasive cleaners should never be used.

Periodically, the glazing and framework should be checked for damage or deterioration especially mastics and sealants. Generally, a silicone-based seal is used and this should not be painted.

Notes

Responsibility for Window Cleaning

- Internal cleaning of all glazed areas is the resident's responsibility.
- External cleaning of all glazed areas is the Managing Agent's responsibility.

Window Operational problems or Breakages

- In event of any problems consult the Managing Agent.



HOME OWNERS MANUAL - CHAPTER 3 - APARTMENT FIXTURES, FITTINGS & FINISHES

3.2 WINDOWS & GLAZING

Sliding Glazed Openings

Where fitted these can be opened in two different ways:

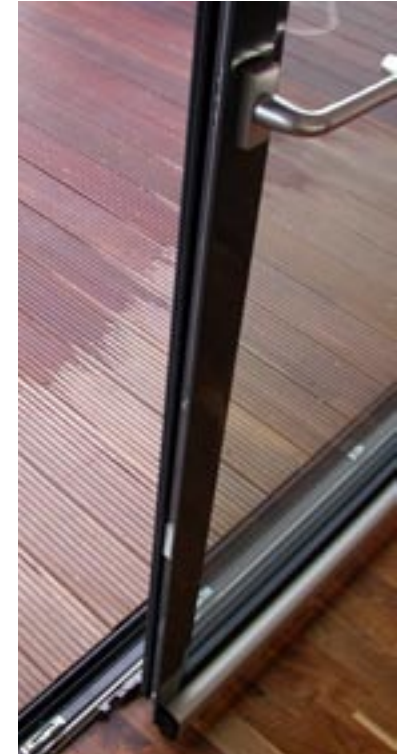
- Tilted inwards - to provide limited ventilation (picture 1).
- By sliding sideways - to provide maximum ventilation (picture 2).

To Open to a Tilt Position

- Turn handle 180° to vertical position (the handle must only be turned when the door is pushed fully closed).
- To secure the door reverse the operation, ensuring the door is fully pushed closed before operating the handle.

To Open to a slide Position

- Turn handle 90° to the horizontal position shown in (picture 2).
- Slide the door open as required.
- To secure the door reverse the operation, ensuring the door is fully pushed closed before operating the handle.



HOME OWNERS MANUAL - CHAPTER 3 - APARTMENT FIXTURES, FITTINGS & FINISHES

3.3 KITCHEN UNITS & APPLIANCES

Units & Work Tops

Bespoke kitchen units have been specifically designed for the apartments in Italy. In the event of any problems or requirements for additional components, contact the UK Agent.

| | |
|--------------------------|------------------|
| Worktop | Wodego U 1233 VV |
| Base doors | Wodego U 1233 VV |
| Wall and tall unit doors | Abet 410 + 478 |

Manufacturer

DADA S.P.A

Strada Provinciale 31, 20010 Mesero (Milan), Italy

Website www.dadaweb.it

UK Agent

Ergonom Limited

Whittington House, 19-30 Alfred Place, London, WC1E 7EA

Telephone 020 7323 2325

Website www.ergonom.com

Care & Maintenance

Stainless Steel Sink & Worktop

The sink and worktop are stainless steel with a vapour blast finish. Cleaning and removal of spillages should be carried out using a soft cloth and mild detergent solution or one of the proprietary cleaning solutions made especially for stainless steel. The use of strong cleaning agents should be avoided.

Persistent water stains may be removed with vinegar and the sink should then be rinsed with water and detergent.

While no harm will be done from crockery and other plastic kitchen utensils being moved about on the worktop, the surface can be damaged if used as a cutting surface. It is recommended that a separate chopping board be used when preparing food to protect the surface from scratching.

Matt Lacquer Doors, Cupboard Surfaces and Shelves

Protect from Moisture

Excess water, especially around the corner joints and front edge of the worktops should be removed immediately, as consistent water ingress will cause irreversible damage. Do not let excess water stand on or near worktop joints.

Protect from Stains

The surface will resist most household chemicals. However, damage may occur if strong chemicals such as bleach, curry, beetroot juice, concentrated fruit juice, food colourings and dyes are left in contact with the surface. To ensure protection, spillages of any likely damaging chemicals should be quickly removed.

Cleaning

Cleaning of these surfaces should be carried out using soft cloth dampened with a mild detergent solution or one of the proprietary cleaning solutions made especially for kitchen surfaces. A final wipe with a dry cloth is all that is necessary to remove any remaining finger marks will help maintain its original appearance.

HOME OWNERS MANUAL - CHAPTER 3 - APARTMENT FIXTURES, FITTINGS & FINISHES

3.3 KITCHEN UNITS & APPLIANCES

Cupboard Door Hinges

In the event that the cupboard doors require re-alignment, the hinges may be adjusted as follows:

Typically, it is the back screw, which becomes loose and throws the door out of alignment. This is easily determined if the door is loose and feels unsteady.

Back Screw – figure 1

- This screw allows you to take the door off and locks the door in place
- You should see a groove in the hinge arm which allows the hinge to slide in or out
- Adjust the door in or out and tighten the screw
- If your door still is not right loosen the screw and adjust the door in or out to find the balance.

Front Screw – see figure 2

- If you turn this screw counter clockwise the hinge will move the door either to the left or right (depending on which brand of hinge and which side you are adjusting)
- If you turn the screw clockwise it will move the door the other way.

Third Option – see figure 3

- These screws hold the mounting plate to the cabinet
- Usually there are a minimum of two per hinge plate
- By loosening these on all hinge plates of the door you can slide the door up or down.
- You should notice a groove in the hinge arm which allows the hinge to slide in or out

NOTE

Lubrication

- The doors should not require lubrication, but should the hinge become stiff then a little sewing machine oil can be used

3.3 KITCHEN UNITS & APPLIANCES

Appliances

| Appliance where fitted | Make | Model | Telephone |
|---------------------------------|-------------------|-----------|---------------|
| Oven | Zanussi | ZBF360X | 08705 929 929 |
| Hob | Zanussi | ZKT 621LX | 08705 929 929 |
| Dishwasher | Electrolux | ESL 4115 | 08705 929 929 |
| Dishwasher | Electrolux | ESL 6115 | 08705 929 929 |
| Washing Machine | Electrolux | EWD 1214i | 08705 929 929 |
| Freestanding Fridge/ Freezer | Zanussi | ZERB 8441 | 08705 929 929 |
| Integrated Freezer | Electrolux | EUU 6174 | 08705 929 929 |
| Integrated Fridge | Electrolux | ERU 6470 | 08705 929 929 |
| Fridge/Freezer column unit | Electrolux | ERN 2920 | 08705 929 929 |
| Freestanding washer/ dryer | Tricity Bendix | WDR 1240W | 08705 950 950 |
| Cooker Hood | Faber | | faberspa.com |

Placing Service Calls

When reporting problems with appliances, you will need to provide the following information:

- Resident's full name and address
- Make and model of the appliance with brief description of the fault
- Product Identification number(s), which can be found either on a plate on the appliance, or on the appliance instruction booklet (see illustrative picture)

NOTES

Care & Maintenance

- Refer to the individual appliance manufacturer's manual

Appliance Manufacturer's Warranty

- For details of the 2-year guarantee refer directly to the Manufacturer

Need to use Water Softening and Appliance Descaling Products

- To minimise the affects of hard water and ensure efficient operation of appliances (e.g. Dishwasher) refer to the individual appliance manufacturer's manual

HOME OWNERS MANUAL - CHAPTER 3 - APARTMENT FIXTURES, FITTINGS & FINISHES

3.4 BATHROOMS & TOILETS

These rooms comprise fully finished factory assembled Pods that have been transported and installed as complete units during the construction of each apartment.

To preserve the integrity of the Pods, and to avoid the risk of damage, before considering the installation of any additional fixtures or fittings, it is recommended that copies of the manufacturer's 'as built' drawings are obtained from the Estate Manager for reference.

Furthermore, in the event of any components within the Pods requiring repair or replacement, details of all the products and finishes may be obtained from the Estate Manager or directly from Gateway Fabrications the manufacturer.

Product Manufacturers & Supplier

Gateway Fabrications Limited,

Broad Lane, Gilberdyke, Brough, East Yorkshire, HU15 2TS

Telephone 01430 444 444

Email Pods@gateway-ultra.co.uk

Website www.bathroompods.com

Care & Maintenance Instructions

In order to maintain the performance and appearance of the bathroom components it is recommended that you follow the suppliers guidance.

Ceramic Products

Ceramic products should be cleaned regularly with warm soapy water. They can then be rinsed and, if desired, dried and polished with a soft cloth; regularly cleaning will prevent build-up of soluble salts. Some proprietary cleaners can damage the glazed surface and we strongly recommend that the instructions on the bottle of your cleaner are followed. You are advised against the practice of leaving strong cleaners or bleach in ceramic products overnight since the glazed surface can be damaged.

Porcelain Enamel Baths

Porcelain enamel products should be cleaned regularly with warm soapy water. They can be rinsed and, if desired dried and polished with a soft cloth; regularly cleaning will prevent build-up of soluble salts. Some proprietary cleaners can have adverse effect on the enamel surface and we strongly recommend that the instructions on the bottle of your chosen cleaner are followed. Bleach will destroy the gloss surface and it is essential that it is not used. Strong disinfectants should be used with extreme care and in any case in diluted form.

Acrylics Baths and Shower Trays

The acrylic surface of this type of product should be cleaned regularly with warm soapy water. Preferably, the product should be cleaned immediately after use, rinse with cold water and, if desired, dried with a soft cloth. The acrylic surface is softer than the porcelain enamel or ceramic products and abrasive cleaners will scratch the surface. Do not use scouring powders or abrasive cleaners and we strongly

3.4 BATHROOMS & TOILETS

recommend you follow the instructions on the bottle of your chosen cleaner. Avoid contact with other household chemicals such as hair dyes, carpet dyes, paint strippers, strong disinfectants, alcohol, aftershave, perfumes and nail varnishes and their removers or bleaches. Some soaps and shampoos can discolour acrylic if followed to pool, undiluted, on its surface. Burning cigarettes will melt the acrylic surface.

Plastic Toilet Seats

The acrylic surface of this type of product should be cleaned regularly with warm soapy water. Abrasive cleaning agents or scouring powders may damage the plastic surface. We strongly recommend that you follow the instructions on the bottle of your chosen cleaners.

Chrome Plated Products

The chrome plate used on our range of taps and fitting is very hard and durable. It can be cleaned regularly with warm soapy water followed by rinsing and, if desired, drying with a soft cloth. A proprietary chrome cleaner can also be used, but bear in mind this material is abrasive. Always read the instructions on the package. Chrome is vulnerable to acid attack and some strong household chemicals including disinfectants, denture cleaner, hair dyes, winemaking chemicals and photographic chemicals. These materials may have a varying effect on the surface from black spots or streaks (which cannot be removed) to pitting of the surface. Contact with these materials should be avoided.

General Cleaning and Maintenance

Regular cleaning of all bathroom products will prevent a build-up of soluble salts. However, lime scale deposits will sometimes require removal. If a proprietary lime scale remover is chosen, always read and follow instruction on the bottle. Lime deposit may also be removed using a mild solution of lemon juice (citric acid). Our porcelain enamel and acrylic baths are not designed for use with lifts or hoists, which are fixed or placed inside the bath. Such devices can damage the surface or the structure of the bath. Sometimes, particularly in new properties, small spots of 'rust' may appear to grow in the bowl of the bath. These spots will have formed deposits of iron from the new water-supply pipe work. The spots can be removed using a mild cleaner and should not re-appear unless the water remains contaminated. We recommend that disposable nappies should not to be flushed down the WC. Blockages may occur in both the WC Pan and in the drains.

HOME OWNERS MANUAL - CHAPTER 3 - APARTMENT FIXTURES, FITTINGS & FINISHES

3.4 BATHROOMS & TOILETS

Toilet Cisterns

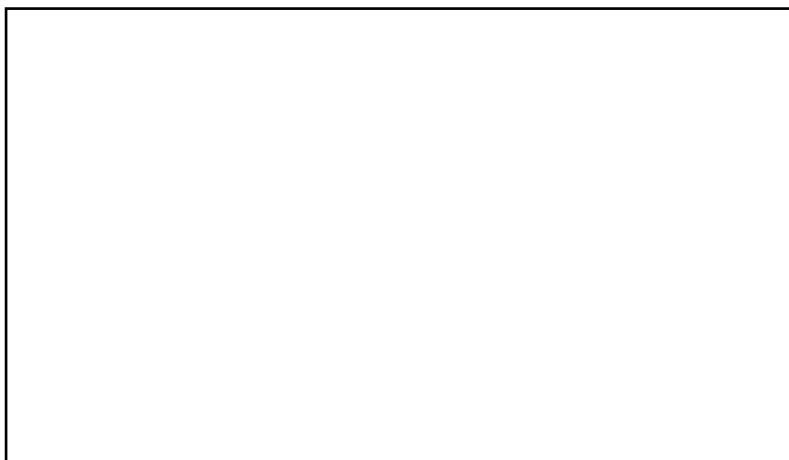
In place of the traditional overflow pipe that leads to the exterior of a building each toilet cistern incorporates an integral overflow system. This system should reduce the amount of water wasted due to a faulty cistern valve by alerting residents more quickly to the problem.

In the event that the valve fails to stop water entering the toilet cistern:

- The push button used to flush the toilet pan may be disabled and it may not be possible to flush the toilet
- The excess water will continuously be disposed of directly into the toilet pan.

To gain access to the Cistern

1. Cut the silicone sealant along the outside of the top.
2. Grip the front edge of the lid surface.
3. Lift the lid surface to reveal the toilet cistern.



Note

Cistern Maintenance

- In event of any problems consult the Building Manager for the names of specialist engineers competent to replace the valve or carry out any maintenance work on the system.



HOME OWNERS MANUAL - CHAPTER 3 - APARTMENT FIXTURES, FITTINGS & FINISHES

3.4 BATHROOMS & TOILETS

Bathroom Tiling - Wall & Floor

The bathroom and shower room have been finished with the following products:-

| Area | Range |
|-------|----------------------------------|
| Floor | Chenille (colour ref: Polare) |
| Wall | 600x300mm rectified glossy white |

Maintenance

In these products, the minerals present are not chemically attacked by acids. Products must not have a high level of alkalinity (basic pH), since this might lead to alterations in the resin bonding agent, and this would thereby change the appearance of the products.

Cleaning

Cleaning is vital to the life of the product and must be carried out using neutral detergents diluted in frequently changed, clean water.

Dirt is the products worst enemy and must always be regularly removed from surfaces in order to avoid the build-up of an abrasive patina. The surfaces can be maintained with normal, natural or synthetic waxes, much the same as for natural marble surfaces.

Stains

The best way to avoid staining of surfaces is to remove the cause immediately, by wiping the staining agent away with a damp cloth. This will avoid alterations to the aesthetic aspect of the surfaces. Where there is a problem with the presence of large quantities of alkaline substances (cement or other grout products), they must be removed before they have sufficient time to harden. The three main ways of cleaning stains are the following:

Using A Damp Cloth

This simple solution is effective in most everyday situations except where the staining agent has damaged the surface of the material.

Crystallization

This procedure cleans and revitalizes surfaces effectively where slight acidic corrosion has occurred. The procedure includes application of a product that contains calcite crystals; the surfaces are then passed over with a high-speed, single-brush polishing machine (or by hand for smaller surfaces) and with appropriate waxes.

Polishing

Where stains are prominent such as in the case where a concentrated quantity of acid has come into contact with the surface, the treatment involves first a surface preparation which is then followed by polishing with the appropriate machines and techniques. If the surface is small, it can be done by hand.

HOME OWNERS MANUAL - CHAPTER 3 - APARTMENT FIXTURES, FITTINGS & FINISHES

3.5 DOORS

Apartment Front Doors

Care & Maintenance

Always

- Clean at regular intervals; keep free of dust by wiping with a soft cloth
- Wash using a solution of warm water and a non-alkaline mild detergent (e.g. 5% Teepol solution)
- Clean all surfaces with a soft cloth or sponge use and nothing harsher than a bristle brush or a nylon pad
- Clean surfaces from the top to the bottom
- After cleaning with a detergent solution, wash off the cleaner with clear water and finish the surfaces with a chamois leather or rubber wiper blade if required

Never

- Use steel wool, strong acids and alkalis or abrasive cleaners
- Allow metal parts of cleaning equipment to come into contact with the glass

Manufacturer

Telephone

Internal Doors

Care & Maintenance

To keep the doors looking at their best you are recommended:

- To carry out routine cleaning (e.g. for removal of finger marks) using with a soft cloth
- Not to use any abrasive household cleaning materials
- Not to wedge open doors fitted with automatic closures since this may damage the finish



HOME OWNERS MANUAL - CHAPTER 3 - APARTMENT FIXTURES, FITTINGS & FINISHES

3.6 FLOORING – WOOD & CARPET

Wood

Apartments are fitted with bamboo flooring

Care & Maintenance Instructions

Panda bamboo is finished with a highly durable and anti-scratch topcoat varnish therefore there should be no need to re-varnish.

Any loose dust particles or grit can be removed by using a vacuum cleaner, followed by a wipe with a damp cloth or mop.

A final wipe down with a chamois leather or equivalent product should remove any smears.

Manufacturer

Panda Flooring Co.

No.1 Grange Park, Leicester, LE7 9QQ

Telephone 0116 241 4816

Carpet

Product General Carpet

Product reference Porto

Colour reference 015

Care & Maintenance Instructions

- Vacuum regularly
- Use a vacuum with an adjustable pile height setting and a beater bar, which will raise the pile whilst it removes soil
- Large door mats will reduce external dirt being spread around the apartment
- Remove spills immediately
- Professional cleaning is advised every year or two

For further guidance contact the supplier

Supplier

PCS

60-62 Stephenson Way, Formby, Merseyside, L37 8EG

Telephone 01704 871 374

HOME OWNERS MANUAL - CHAPTER 3 - APARTMENT FIXTURES, FITTINGS & FINISHES

3.7 STANDARD DECOR.

Apartments have been decorated using the following products and finishes:-

| Surface | Paint |
|---------------------------------------|---|
| General Walls & Ceilings | Crown Cover Matt BS00E55 (White) |
| Bathroom Walls & Ceilings | Dulux anti-fungal vinyl matt emulsion (White) |
| Softwood Doors, Frames & MDF Surfaces | Crown Satin Gloss BS00E55 (White) |

Details about any fixture or fitting not listed may be obtained via the Managing Agent.

Notes

Initial Running-in Period

- Trade Emulsion, which is a breathable product, has been used to allow walls and ceilings to initially dry out before redecoration.

Fitting Items to Walls or Ceilings

- To avoid damage to the special acoustic and fire withstanding properties of the partitioning fabric, caution should be exercised as electrical cables and water pipes may be running within the wall or ceiling areas.
- Cables, which usually run in a vertical direction from switches and sockets, may be located by use of a cable detector.
- Ensure that the method and number of fixings used will support the load.
- Use of proprietary products suitable for dry lined walls available from DIY or specialist shops is recommended.
- Consider employing a competent person to undertake all fixture and fitting work.

External Fixtures, Fittings & Finishes

- All external maintenance work is to be carried out or organised by the Managing Agent, who will also be aware of the appropriate Health & Safety requirements.

HOME OWNERS MANUAL - CHAPTER 3 - APARTMENT FIXTURES, FITTINGS & FINISHES

3.9 BALCONY SURFACE

Product – Treated Hardwood Timber Decking

Care & Maintenance

Although a natural product, decking requires minimal maintenance. Simple procedures of keeping the deck free from debris, extended frost coverage and fungal growth will help to prevent premature deterioration.

- The decking should be regularly cleaned but only with a stiff brush and water.
- No cleaning agents (e.g. bleach or petroleum based products) should be added to the water to avoid the chemicals seeping down on to and damaging the protective waterproof membranes beneath.
- To retain the natural colouration of the timber an application of oil based protective coating at a minimum of every two years is recommended.

Note

Responsibility for the Decking

- The care and maintenance of decking is the responsibility of the apartment owner.
- Residents are responsible for keeping the area neat and tidy and free from rubbish.
- Replacement due to wear & tear will be the Managing Agents Responsibility.

Use & Protection of Balcony

- Whilst the area is designed to take the loads of normal activities, placing heavy garden furniture, or items that could create point loads, which may damage the waterproof membrane and insulation must be avoided.
- Potential damage to the membrane from hot cinders or ash from barbecues, gas burners and cigarettes must also be avoided.
- In event of any problems consult the Managing Agent.

Penthouse Roof Riser Enclosures

- Please note that this forms a part of the apartment demise and in order to avoid causing any damage, residents must not place any furniture on it or use it as a seat.

Fire Escape Route

- The metal surface area is a communal fire escape route and must be kept clear at all times (see picture).

HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

4.1 SMOKE DETECTION SYSTEM

Each apartment has a separate fire detection system comprising a smoke detector unit, (picture 1) in addition where necessary to comply with building regulations some apartments have also been fitted with a heat detector.

The Detector unit:

- Constantly monitors the immediate area
- Emits its own alarm sounder
- Is mains power operated but has an internal dry cell back-up battery.



The manufacturers operating instructions provide guidance upon how to check that the smoke detector unit is operating normally i.e.

- The unit is receiving AC mains power
- The dry cell battery is healthy.

When a potential fire risk condition occurs

- The alarm unit will sound and a red light will flash on the activated unit
- Push the Test/Hush button for a few seconds to silence the activated alarm unit. This action will silence the alarm for approximately 10 minutes, after which period the unit will automatically re-set. However, if the smoke density increases when in silenced mode the alarm will automatically restart.

Suggested Action

- Open windows and doors to clear the air
- Apply vacuum nozzle immediately around the affected smoke detector.

See Manufacturers Operating Instructions for further details and guidance

Notes

Apartment System Testing & Maintenance

- Regular testing & maintenance of the detector should be carried out in accordance with the manufacturer's operating instructions and are the responsibility of the resident.

Back-up Battery Replacements

- To indicate that a battery needs to be changed the detector unit will beep every 60 seconds - use only batteries recommended by manufacturer.

Means to Reach Smoke Detector Unit Control Button

- To reach the detector units it is recommended that a suitable ladder or pole should be acquired and is readily available.

HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

4.2 INTRUDER ALARM SYSTEM.

Each apartment is fitted with a system that comprises: -

- A system control unit situated inside the front door (picture 1)
- Passive infra red sensors (picture 2 see Installer's schedule for locations)
- Security contact on the front door (picture 3)
- An alarm sounder located inside the front door (picture 4)
- A system master control box (for engineer's use) situated in the hall cupboard (picture 5).

The system is 'armed' and 'disarmed' by entering a numeric code into the system control unit, which has a choice of settings e.g.

- Full Set – for when the property is empty, all detectors are active
- Part Set – for when the apartment is occupied, to secure specific areas whilst allowing movement within other areas, for example the bedroom.

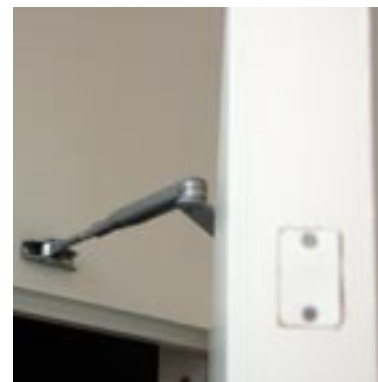
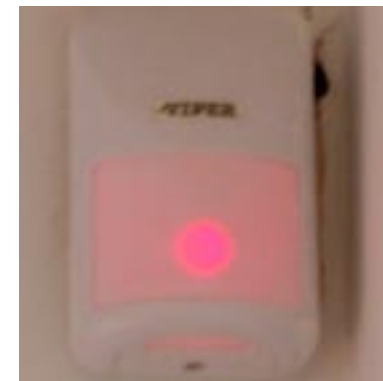
Security Note

- The initially set numeric code should be changed after legal completion.

If the system is activated:

- The alarm will sound for approx 20 minutes or until the alarm system is re-set
- The system control unit will buzz and indicate which zone was activated
- The alarm and buzzer may be cancelled and the system reset, by entering the system code into the system control unit situated inside the front door.

See manufacturer's operating instructions for further details.



HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

4.2 INTRUDER ALARM SYSTEM.

NOTES

Mains Power Failure

- In the event of a mains power failure, the system within each apartment will continue to fully function for up to 8 hours from a rechargeable back-up battery.

Testing the System

- Regular testing is recommended in accordance with manufacturer's instructions.

Disturbing the System Components

- The alarm will be activated should any individual parts of the system e.g. passive infra- red sensors be disturbed – i.e. for re-decoration.

Entry Arrangements to Individual Apartments

- The Managing Agent will not normally hold keys to a resident's apartment.
- If a resident wishes to leave keys with a third party, specialist security companies offer key holding services, which include attending an apartment in response to Intruder Alarm activation.

Alarm Monitoring Service

- The system is not connected to any central or remote monitoring services.
- If monitoring is required, the Installer or an alternative service provider should be contacted to arrange a contract.

Installer

Cegelec

Ohio Avenue, Salford Quays, Manchester

Telephone 0161 888 0219



HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

4.3 AIR EXTRACTION SYSTEM

The apartment is equipped with a Vent-Axia Multivent electrical extractor fan, which ducts stale air from fan units located at a high position in the bathroom and ensuite, to external terminal units.

- The units are turned on in-conjunction with the room light switch, and turned off automatically, after an adjustable time lapse (factory set to 15 minutes) following the light switch being turned off
- A separate isolation switch for maintenance purposes is fitted at a high level outside the Bathroom and Ensuite doors
- The external casing should be cleaned at regular intervals
- All servicing and maintenance i.e. replacing filters must only be performed by a qualified electrician.

Kitchen Hood Extractor

- This unit re-cycles air (for product details see Chapter 3.3 'Kitchen Appliances')

Manufacturer

Vent-Axia

Fleming Way, Crawley, West Sussex, RH10 2NN

Telephone 01293 526 062

Website www.heliosfansvent-axia.co.uk

HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

4.4 CENTRALLY PROVIDED SERVICES - 4.4.1 INTRODUCTION

To achieve a combination of environmentally responsible and cost effective services for the benefit of the whole estate, Urban Splash has appointed EcoCentroGen Ltd as the single provider for a range of communally provided systems and services to each apartment, see separate leaflet for details about EcoCentroGen Ltd.

Registration Requirements

Before the services are provided, residents have to register with EcoCentroGen Ltd. initially, to accept the supply of all centrally provided services.

By registering with EcoCentroGen Ltd., residents will benefit from a competitively priced range of essential services and the convenience of only having to liaise with a single service provider.

Whilst there will be no need for residents to contract with any other service provider for these services, after a minimum period, residents may choose to purchase from alternative service providers – see table below.

When an apartment is sold, or a new tenant moves in, each new resident will be required to contact EcoCentroGen Ltd., to register for the supply of the required services – see contact details below.

NB. It is also the responsibility of the customer to inform EcoCentroGen when moving out.

A Customer Care telephone line to assist residents with account and technical enquiries is available between 08:00 – 20:00 Monday to Friday – see contact details overleaf.

Table Of Centrally Provided Services*

| Services | Option To Change Service Provider | Minimum Notice Required To Change Service Provider |
|--------------------------|-----------------------------------|--|
| Electricity | Yes | 28 Days |
| Cold Water | No | |
| Hot Water | No | |
| Room Heating | No | |
| Freeview Tv | No | |
| Satellite & Other Pay Tv | No | |
| Internet | Yes | 12 Months |
| Telephone | Yes | 28 Days |
| Visitor Access | No | |

HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

4.4 CENTRALLY PROVIDED SERVICES - 4.4.1 INTRODUCTION

Service Usage Metering

Meters have been installed to record heat, electricity, and water usage so that the consumer is only charged for actual usage.

Data for all services used within each apartment, is automatically stored on local and central computer systems, to facilitate enquiries from residents and provide centralised invoicing.

Residents have a choice over the frequency they are invoiced, and whether they wish to receive printed invoices or view their account via their Television set or Personal Computer. Real-time information about the usage of each service will also be accessible on demand, via a Television set or Personal Computer.

Invoicing & Account Settlement

Settlement of EcoCentroGen Ltd. Accounts, are the responsibility of the current resident or tenant - see specimen invoice overleaf.

Upon initial registration, residents will be required to provide account details for either Direct Debit mandate or Credit Card details, in order to facilitate regular automated payment collection.

NOTES

Issue of Final Accounts on Change of Resident

- These should be applied for 2 working days in advance of the required date
- Up-to-date Electricity, Water and Heating usage information may also be viewed on the resident's TV set or from a remote Personal Computer.

Registration Queries

- Please contact the service provider on the number below

Service Charge Accounts

- EcoCentroGen Ltd accounts should not be confused with the Managing Agent's separate Service Charge accounts, which are the responsibility of the current apartment owner (see Chapter 6)

Service Provider

EcoCentroGen Ltd.

2nd Floor Berkeley Square House, Berkeley Square London W1J 6BD

Telephone 08459 400 410

Email budenberg@ecocentrogen.com

Website www.ecocentrogen.com



HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

4.4 CENTRALLY PROVIDED SERVICES - 4.4.1 INTRODUCTION

Insert sample invoice

HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

4.4 CENTRALLY PROVIDED SERVICES - 4.4.2 ELECTRICITY SERVICE

Electricity Service Provider

As part of their negotiations, Urban Splash have arranged for EcoCentroGen Ltd to be responsible for the electricity supply to each apartment, who are contractually bound to offer on average a 10% saving in comparison with their competitors.

Residents have no need to arrange for their own account with any alternative electricity supply company.

The supply is provided on a dual tariff basis i.e. electricity consumed between:

- 07:00 and 00:00 will be charged at the standard tariff rate
- 00:00 and 07:00 will be charged at the 'off peak' tariff rate

Tariff Information

For details of the current tariffs:

- Refer to the separately issued services and tariff leaflet
- View up-to-date information displayed on resident's TV sets at the billing section of My Point One & the Budenberg Haus Projekte website.

Service Usage Metering & Invoicing

Refer to Chapter 4.4.1

Main Electricity Supply Switches & Consumer Unit (modern equivalent of a fuse box)

These are located in the electricity cupboard with individual circuits appropriately labelled.



Residual Current Device (RCD)

- Inside the Consumer Unit the electricity supply is protected with an RCD button which will quickly cut off the supply if a fault occurs from an outlet socket but not from a lighting circuit
- The circuit breaker should be tested quarterly.

To Test Residual Current Device (RCD)

- To turn power off, press Test Button
- To reset system and reconnect the power, pull the red Reset Switch right down and then push switch fully up as illustrated.



See also manufacturer's operating instructions located on Consumer Unit lid for further detailed 'test' guidance

NOTE

Electricity Supply Failure or Problems

- In the event that the power supply to the apartment fails, and cannot be restored from the consumer unit, it is suggested that the Managing Agent should be contacted and requested to arrange for a competent electrician to check the supply to the apartment, including the main electricity supply fuse that is located in a locked communal area cupboard.
- In the event of a site wide power outage, residents should contact EcoCentroGen directly

HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

4.4 CENTRALLY PROVIDED SERVICES - 4.4.3 WATER SERVICE

Water Service Provider

EcoCentroGen Ltd is responsible for the cold water supply and sewerage services to and from each apartment.

Residents have no need to arrange for their own account with the local water company.

Tariff Information

For details of the current tariffs:

- Refer to the separately issued services and tariff leaflet
- View up-to-date information displayed on resident's TV sets at the billing section of My Point One & the Budenburg Haus Projekte website.

Service Usage Metering & Invoicing

Refer to Chapter 4.4.1

Notes

Water Supply Hardness & Treatment

- For information about the quality and hardness (e.g. Calcium Carbonate levels) of the local water supply contact the sources shown below
- The mains water supply is not softened by any chemical means before being distributed to individual apartments by EcoCentroGen
- The Managing Agent and EcoCentroGen must be consulted before any water softening system is installed.

Information Sources about Hard Water

- United Utilities, Hathersage Road Manchester M13 0EH
Telephone 0845 746 2200
Website www.unitedutilities.co.uk
- British Water, 1 Queen Anne's Gate, London SW1H 9BT
Telephone 020-79574554
Website www.britishwater.co.uk



HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

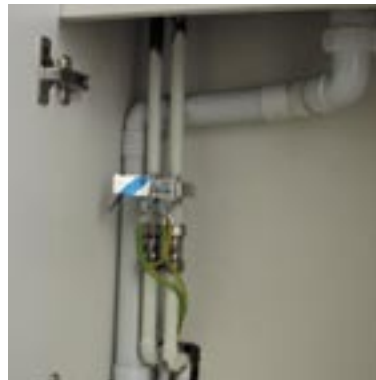
4.4 CENTRALLY PROVIDED SERVICES - 4.4.3 WATER SERVICE

Cold Water Distribution to the Building

The supply is fed from a communal water system, which pumps water around the building to maintain water pressure within each apartment.

Cold Water Storage & Circulation within the Apartment

There is no separate cold-water storage tank or circulation pump within an apartment, but under normal working conditions, the water pressure and hot water temperature should remain constant.



Notes

In the Event of Water Supply Failure

- Report all problems to the EcoCentroGen Ltd; do not contact the local Water Company.

Water Supply Isolator (Stop Tap)

- The apartment main cold water supply isolator is located in a ceiling void located outside the apartment front door.
- Should the need arise, to turn the water supply off for maintenance or in an emergency, contact the Managing Agent and the EcoCentroGen Ltd. Helpline.
- Water Supply Isolator Valves Each hot and cold water outlet has an individual isolator valve which may be opened and closed, with a screwdriver.

Some valves are located inside cupboards see examples

HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

4.4 CENTRALLY PROVIDED SERVICES - 4.4.4 WATER & ROOM HEATING SYSTEMS

Central Hot Water Generation & Distribution System

EcoCentroGen Ltd. owns and operates a central gas fired combined heat & power plant that generates:

- A store of hot water, used to provide hot water and room heating throughout the estate
- A percentage of the total electricity required to supply the estate.

The hot water supply serves two separate functions:

1. Indirect heating of the domestic water supply
2. Indirect heating of the water circulated to all room radiators, including towel rails.

Hot water is generated on demand, as cold water passes through a heat exchange unit fed with hot water from the central plant.

The heat exchange unit is located in the Electricity Cupboard (see picture)

Since there is no hot water storage within the apartment, there is no limit to the amount of hot water that may be drawn at any time.

When a hot water tap or shower outlet is turned on, the hot water supply should quickly reach a maximum working temperature of approximately 50° C (128° Fahrenheit).



Health & Safety Note

Centre Panel

- The heat exchange unit is the responsibility of EcoCentroGen Ltd. and not the apartment owner and therefore access behind the fascia panel is not provided.
- In the event of any problems, contact the EcoCentroGen Ltd Helpline

DANGER HOT PIPES - Do not attempt to access the locked e panel

HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

4.4 CENTRALLY PROVIDED SERVICES - 4.4.4 WATER & ROOM HEATING SYSTEMS

In the event of an emergency e.g. water leak within the apartment, the lower section panel may be removed to gain access to the water flow Isolating Valves.

Individual Isolator Valves are labelled as detailed below to identify the water flow and return pipes for the:

- Central hot water supply to the heat exchange unit
- Hot water distribution from the heat exchange unit
- Radiator water distribution from the heat exchange unit•



| Pipe | Feed |
|------|-------------------------------------|
| 1 | Cold water supply to taps |
| 2 | Hot water supply to taps |
| 3 | Primary cold water feed to unit |
| 4 | Primary hot water feed to unit |
| 5 | Primary return to thermal store |
| 6 | Apartment heating flow to radiators |
| 7 | Heating return from radiators |

Health & Safety Note

Water Leaks

- In the event of any problems, contact the EcoCentroGen Ltd Helpline

HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

4.4 CENTRALLY PROVIDED SERVICES - 4.4.4 WATER & ROOM HEATING SYSTEMS

Room Heating System

The circulation of hot water to the radiators is controlled by a Danfoss TP5000 - 087N6995 programmable room thermostat, located on the wall in the living-room.

The thermostat unit combines the functions of a timeswitch and room thermostat, automatically controlling the room temperature at different levels throughout the day and night.

Room Heating Times & Temperature Settings

The thermostat can be set to provide heating during a maximum of 6 different time periods for the following groups of days:

- Monday to Friday
- Saturday & Sunday

Furthermore, each of the 6 time periods can also be set to a different ambient room temperature.

See Manufacturer's User Instructions for further information about the factory pre-set time & temperature settings, and how to set personally preferred settings – copy overleaf.

N.B. The thermostat is the property and responsibility of EcoCentroGen Ltd. and not the apartment owner.



Notes

Clock Setting

- To ensure correct operation the clock must be adjusted to display the correct time
- Adjustments will be required to allow for winter and summer time changes

Thermostat Batteries

- The unit is powered by high quality alkaline batteries, which will function for approximately two years (see Manufacturer's User Instructions for battery changing guidance)
- This battery will be replaced by EcoCentroGen as part of the general service, however, in the event that the battery fails at any other time, the resident is required to replace it

In the Event of Hot Water or Room Heating System Failure

- Contact EcoCentroGen Ltd Helpline
- There is no separate or backup water or room heating system within the apartment.

Manufacturer

Danfoss Randall Ltd.

Amphill Road Bedford MK42 9ER

Telephone: 01234 364621

HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

4.4 CENTRALLY PROVIDED SERVICES - 4.4.4 WATER & ROOM HEATING SYSTEMS

Room Heating Times & Temperature Settings

Insert image

4.4 CENTRALLY PROVIDED SERVICES - 4.4.4 WATER & ROOM HEATING SYSTEMS

Hot Water Usage Recording System

In order to measure each apartment's usage of hot water (i.e. for domestic hot water and room heating) and issue accounts, EcoCentroGen Ltd., operates a central data collection system.

Data from an energy meter, located inside the heat exchange unit, is automatically relayed to the EcoCentroGen Ltd. central data collection system.

The meter measures:

- The volume of water used for water and room heating
- The variation in temperature of the centrally supplied hot water, entering and leaving the apartment.

The meter then automatically calculates the energy consumed in Kilowatt hours.

Residents are only charged for the energy used within their apartment and not for any energy losses incurred during distribution across the estate.

Tariff Information

For details of the current tariffs:

- Refer to the separately issued services and tariff leaflet
- View up-to-date information displayed on resident's TV sets at the billing section of My Point One & the Budenburg Haus Projekte website.

Notes

Care & Maintenance Requirements

- The water & room heating systems have been balanced to provide the most efficient service and should not require further adjustment.
- N.B. The system will serve hot water requirements in preference to room heating requirements. Consequently, during long periods of high demand for hot water the radiators may temporarily appear to cool down.
- The heat exchange unit requires absolutely no maintenance by the resident.
- Annually, EcoCentroGen Ltd will contact residents to arrange an appointment for their engineer to visit the apartment to check the heat exchange unit.

HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

4.4 CENTRALLY PROVIDED SERVICES - 4.4.5 TELEPHONE, TV & INTERNET - 'POINTONE DIGITAL' SERVICES

'PointOne Digital' is EcoCentroGen Ltd's combined service for:

- Distributing TV/Radio, Internet and Telephone services around the apartment
- Providing access from a TV set or Personal Computer to a range of information e.g.
 - Resident's account for centrally provided services
 - EcoCentroGen Ltd's schedule of services and tariffs
 - Budenberg Haus Projekte estate management information
 - Other local area useful contacts and information.

Connection to Media Services

The apartment has been cabled with a number of RJ45 outlet sockets that can easily be configured to deliver TV/Radio, Telephone or Internet services (picture 1).

Each outlet socket is numbered and has been initially allocated to provide connection to a specific service. See card within 'PointOne Digital' central distribution panel located in the electrical cupboard. box or refer to the PointOne User Guide to configure.

The apartment is configured such that only eight outlet points can be operative at any one time.

| Media Outlet Sockets - Initial Allocation Table Of Centrally Provided Services* | | |
|---|---------------|-----------------------------|
| Outlet Socket Location | Outlet-Number | Initially Allocated Service |
| Living Room | 1 | TV |
| Living Room | 2 | Telephone |
| Living Room | 3 | Internet |
| Master Bedroom | 4 | TV |
| Master Bedroom | 5 | Telephone |
| Master Bedroom | 6 | Internet |
| 2nd Bedroom | 7 | TV |
| 2nd Bedroom | 8 | Telephone |
| 2nd Bedroom | 9 | Internet |



HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

4.4 CENTRALLY PROVIDED SERVICES - 4.4.5 TELEPHONE, TV & INTERNET - 'POINTONE DIGITAL' SERVICES

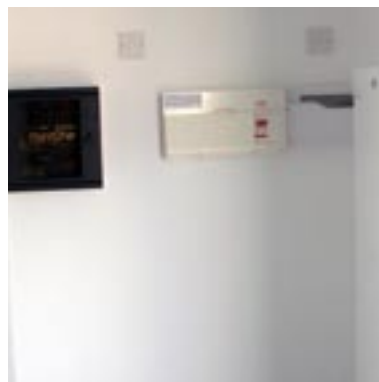
Changing Outlet Socket Configuration

The distribution of the TV/Radio, Internet and Telephone services is controlled from the 'PointOne Digital' central distribution panel located in the electrical cupboard.

The service from each RJ45 outlet socket can be easily changed by altering the position of the appropriate connector within the central distribution panel.

The outlet socket located on the wall in the living room is already configured to accept a telephone to facilitate reception of calls from the lobby entrance visitor's calling panel. Consequently, this connection should not be altered.

Refer to the separate 'PointOne Digital' User Guide for further details



Telephone Service

Upon registration for a telephone service, residents are allocated one landline telephone number. However, residents may apply for additional telephone numbers at any time.

One telephone handset is provided as standard to enable residents to receive calls from visitors requesting entry to the building.

Residents are responsible for providing any additional telephone handsets to be used in the apartment. Telephone or fax machine equipment already owned may be used. However, no more than 4 telephones allocated with the same number may be attached to the system at one time.

N.B. With the exception of the outlet socket provided for the hand set to receive visitor calls, there are no other conventional telephone outlets within the apartment.

To connect a telephone with a standard RJ11 plug to an RJ45 outlet socket residents require an RJ45 adaptor (Mod Taps) see picture

Two RJ45 adaptors are issued when the apartment is first handed over. Further adaptors can be purchased from EcoCentroGen or from an appropriate retailer.

PointOne Digital offers a variety of additional useful telephone related services which utilise the TV as an information display e.g. for incoming calls, the name of the caller can be displayed on screen. For more detailed user options please refer to separate PointOne Digital User Guide.



HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

4.4 CENTRALLY PROVIDED SERVICES - 4.4.5 TELEPHONE, TV & INTERNET - 'POINTONE DIGITAL' SERVICES

TV & Radio Services

For the initial purchaser of each apartment, upon registration, an installation date will be arranged with an EcoCentroGen agent to visit the apartment to set up the PointOne Digital Television system.

A separate set top box is required for each television in the apartment. Installation of additional set top boxes can be arranged through the EcoCentroGen Customer Care line.

For subsequent purchasers of each apartment, following registration and payment of appropriate subscription fees, EcoCentroGen will arrange for the appropriate components to be delivered with detailed set-up instructions.

Television Set Connection Components

N.B. There are no conventional co-axial cable outlet sockets within the apartment.

To receive TV and Radio services:

- An RJ45 lead (picture 1) has to be connected between the RJ45 outlet socket and the set top box (picture 2)
- A scart lead (picture 3) has to be connected between the set top box (picture 2) and the Television set.

Once the TV set and set top box are connected, and the power is turned on, the TV set will automatically detect the PointOne Digital service and display a menu of the available service options. These may be selected by using the separately provided remote hand set figure D.

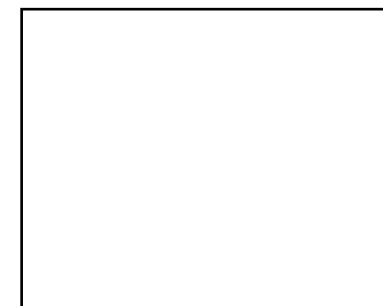
It will not be necessary to manually tune the TV set to any channels.

To Receive TV or Radio Services in Different Rooms

There are two options:

1. Disconnect the set top box and transfer it to the TV set in the required room.
2. Order a second or third set top box kit from the EcoCentroGen Customer Care Line.

Refer to 'PointOne Digital' User Guide for installation & service operating instructions



HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

4.4 CENTRALLY PROVIDED SERVICES - 4.4.5 TELEPHONE, TV & INTERNET - 'POINTONE DIGITAL' SERVICES

Terrestrial TV & Radio Channels

These services are solely available from EcoCentroGen Ltd 'PointOne Digital' Services

In anticipation of the Government's planned change to broadcasting standards i.e. from analogue to digital technology, the centrally distributed TV & Radio services are only available in the digital format.

The 'PointOne Digital' system provides residents with high quality audio and video reception, and a wider choice of free and pay channels and services.

For details of the terrestrial channels that will be available:

- Refer to the separately issued services and tariff leaflet
- View up-to-date information displayed on resident's TV sets at the billing section of My Point One & the Budenberg Haus Projekte website.

Notes

Television Receiving Licences

- Whilst reception is via a communal distribution system, residents are responsible for paying their own Television Licence.

Terrestrial Analogue Channels

- These channels may be received but only by using a set top aerial and the quality of signal may not be satisfactory and cannot be guaranteed.

Freeview Services

- Residents will not be able to utilise any equipment they may already own and have used in a prior home e.g. a digital TV receiver or an integrated digital TV set (iDTV) with a built in adapter.

Top Up TV Services

- Residents should not contact Top Up TV to subscribe to their terrestrial digital services since it will not be possible to receive the additional pay channels



HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

4.4 CENTRALLY PROVIDED SERVICES - 4.4.5 TELEPHONE, TV & INTERNET - 'POINTONE DIGITAL' SERVICES

Satellite & Other Pay TV Services

These services are only available on a subscription basis from EcoCentroGen Ltd via the 'PointOne Digital' service.

For details of the channels that may be subscribed to:

- Refer to the separately issued services and tariff leaflet
- View up-to-date information displayed on resident's TV sets at the billing section of My Point One & the Budenburg Haus Projekte website.

Notes

Sky Satellite Services

- Residents should not contact Sky or any other satellite service providers since they will not be able to install this service
- Sky Plus service will not be available although residents may discuss how to use Personal Video or DVD Recorder equipment with the EcoCentroGen Customer Care line.

Sky Services and Decoder Boxes

- Residents will not be able to transfer any existing subscriptions or utilise any equipment they may have used in a prior home.



HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

4.4 CENTRALLY PROVIDED SERVICES - 4.4.5 TELEPHONE, TV & INTERNET - 'POINTONE DIGITAL' SERVICES

Use of Video and DVD Players & Recorders

To use these devices, disconnect the scart lead from the set top box, and plug it into the back of the Video or DVD device. A second scart lead then needs to be connected between the Video or DVD device and the television.

N.B. Currently, a Video or DVD device will record whatever channel the set top box is delivering to the television. This means, for example, that it is not possible to watch ITV1 and record BBC2 simultaneously. Additionally should you navigate to other areas of the system while recording (e.g. camera view of a visitor) this will also show up on your recording.

Any secondary set top boxes will work independently, allowing the viewer to watch any channel without affecting any videoing on the first box.

In addition, EcoCentroGen's service partners hope to be able to deliver 'Personal Video Recording' in the near future, which will allow residents to record multiple programmes digitally, thus removing the need for a video recorder.

Internet Service

EcoCentroGen currently offers a 512, 1Mb or 2Mb Broadband Internet Connection for Personal Computers.

When registering, the resident can choose either connection speed. Upgrade to a faster connection can be arranged at any time by contacting the EcoCentroGen Ltd Helpline

Once subscribed to, the 'PointOne' Digital Internet service is always on-line. No dial-up is required and the resident can use the phone line at the same time as using the internet.

Computers should only be connected to an RJ45 outlet socket designated for Internet access.

For details of the services that may be subscribed to:

- Refer to the separately issued services and tariff leaflet
- View up-to-date information displayed on resident's TV sets at the billing section of My Point One & the Budenburg Haus Projekte website.
- Refer to 'PointOne Digital' User Guide for tariff, installation & service operating instructions



HOME OWNERS MANUAL - CHAPTER 4 - APARTMENT SYSTEMS & SERVICES

4.4 CENTRALLY PROVIDED SERVICES - 4.4.6 VISITOR ACCESS

Apartment Calling System

EcoCentroGen Ltd is responsible for the audio video apartment calling system.

When a visitor calls an apartment from the calling panel located at the building lobby entrance door, the resident will receive a call on one or more pre-selected landline telephones located around the apartment.

Residents will also be able to separately view the caller via their television set.

If a call is received when the television is switched on, an alert will automatically be displayed on the television screen and the resident will have an option to view the closed circuit camera view from the lobby entrance. The alerts can be turned off at the viewer's discretion.

Refer to 'PointOne Digital' User Guide for further guidance and operating instructions

Notes

Testing the CCTV Camera Link to the TV Set

- There is no requirement to pre-tune the television set to the closed circuit camera
- The picture from the CCTV camera should always be viewable and not only for the duration of the call to the apartment.

Calls from Visitor Calling Panel to Resident's Landline

- If the resident is engaged with a call on the landline, the resident will be alerted that a visitor is trying to make contact by a beep, similar to BT call waiting. The visitor's call will be ring off after four rings.
- For further information on Visitor Access see Chapter 5.1.2•

